



**STATE OF MONTANA
DEPARTMENT OF CORRECTIONS
POLICY DIRECTIVE**

Policy No. DOC 1.3.22	Subject: EXIT INTERVIEWS AND EMPLOYEE SATISFACTION	
Chapter 1: ADMINISTRATION AND MANAGEMENT		Page 1 of 2
Section 3: Human Resource Bureau		Effective Date: Sept. 1, 1996
Signature: /s/ Mike Ferriter, Director		Revised: 09/19/11

I. POLICY

The Montana Department of Corrections will gather and report data related to employee turnover and current employee satisfaction in order to design strategies to improve staff retention and provide goals and feedback for agency managers.

II. APPLICABILITY

All divisions, facilities, and programs Department-owned and contracted, as specified in contract.

III. DEFINITIONS

Exit Interview – A documented, structured discussion for the purpose of gathering candid and accurate data regarding an employee's reasons for leaving Department employment.

IV. DEPARTMENT DIRECTIVES

A. Exit Interviews

1. The Department of Corrections requires that all employees who voluntarily leave Department employment be asked by the employee's supervisor to respond to a standard set of exit interview questions.
2. The terminating employee may choose either the Human Resource (HR) Bureau or the employees' immediate supervisor to conduct the interview, if the exiting employee chooses to conduct the interview with Human Resources the employee may:
 - a. request to have the responses shared with the immediate supervisor and/or any individual in the chain of command above the immediate supervisor;
 - b. may choose to remain anonymous and request that his or her exit interview information be kept in a secure file accessible only to HR Bureau staff in which case the bureau will enter the information into the general database without the exiting employee's name attached to the information.
3. The terminating employee's immediate supervisor will:
 - a. inform the employee of the exit interview request requirement and choice between conducting the interview with the supervisor or the option to provide the interview directly to the HR Bureau; or
 - b. confirm that the terminating employee has scheduled an interview.
4. The HR Bureau will:
 - a. compile an annual report of the data gathered through exit interviews;
 - b. analyze the data and develop recommendations to address a pattern of issues or concerns;
 - c. retain the report and supporting data in the HR Bureau records; and

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- d. issue copies of the report, including recommendations, to Department director and to division and facility administrators annually .

B. Employee Feedback Systems

- 1. It is the intent of the Department of Corrections management to:
 - a. solicit employee feedback on agency employment issues; and
 - b. use the information to improve the Department's human resource management practices.

V. CLOSING

Provisions of this policy not required by statute will be followed unless the provisions conflict with negotiated labor contracts, which will take precedence to the extent applicable.

Questions concerning this policy should be directed to the HR Bureau chief.

VI. REFERENCES

- A. [Exit Interview Fact Sheet – Montana Department of Administration](#)

VII. ATTACHMENTS

None